

Little Traverse Bay Bands of Odawa Indians

7500 Odawa Circle Harbor Springs, MI 49740

Tel: 231-242-1555 • Fax: 231-242-1565

hr@ltbbodawa-nsn.gov

Job Posting

Job Title: CONTRACT HEALTH ASSISTANT
Department: Health
Reports To: Contract Health Specialist/Assistant Health Director
Status: Non-Exempt
Salary Range: \$12.54 to \$16.96 / (\$26,073-\$35,278) Annual
Level: 3
Open: May 27, 2011
Close: June 17, 2011

SUMMARY Will be responsible for administering the Contract Health Services to all eligible participants, following CHS guidelines and as directed by supervisor. Provide excellent customer service and represent LTBB Health Department in a professional and positive manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Receive bills from providers and process for payment in timely manner.
- Review and complete client registration for LTBB Health and Contract Health Services, and update existing client files to meet eligibility guidelines.
- Conduct routine written and verbal client and vendor correspondence.
- Issue reference numbers for outside referrals and payment obligations and enter these into the RPMS computer system, as directed. Document referrals in client records and RPMS computer system.
- Issue routine denials for CHS payment that fall outside CHS guidelines as directed by the Contract Health Specialist.
- File documents for CHS activity in client files and on computer system in a timely manner.
- Assist clients with application for alternate resources for medical care payment, including Medicare and Medicaid.
- To ensure consistency and proper service, adhere to contract health and departmental policies & procedures.
- Use IHS RPMS/EHR computer programs efficiently.
- Maintains client information in strictest confidence as medical privileged personal information, following HIPPA and LTBB confidentiality expectations.

- Work as team with other contract health staff to ensure that all contract health duties are completed, including front desk coverage as necessary.
- Provide excellent customer service to clients and vendors and fellow employees, and represent LTBB Health Department in professional, positive manner.

SKILLS and ABILITIES:

- Excellent customer service skills.
- Proficient in, or able to become proficient in, medical insurance billing and ICD9 medical coding.
- Demonstrated computer proficiency required. Keyboarding and data entry skills required. Excel spreadsheet and Word document experience required.
- Demonstrated proficiency with math skills, including addition, subtraction, calculating percentages.
- Excellent verbal and written communication skills.
- Able to follow direction of supervisor and to accept constructive feedback and follow up.
- Be reliable; able to follow work schedule and follow work rules.
- Must be able to travel for training as needed.

EDUCATION and/or EXPERIENCE

One year completed college courses and High School diploma/GED, and three years office experience required with some health services or accounting experience required.

COMMENTS

Indian preference will apply.